



DEPARTMENTAL PROMOTIONAL EXAMINATION

For

Manager IV, DMV

This departmental promotional examination is being conducted using an alternative examination and selection process for filling specified positions. In addition to candidates competing promotionally, interested incumbents at the Manager IV level and those eligible for lateral transfers are encouraged to apply.

DIVISION : Licensing Operations

POSITION : Team Manager

LOCATION : Sacramento

SALARY : \$4837 - \$5878

FINAL FILING DATE : February 17, 2010

(All applications must be **received** no later than 5:00 p.m. on the final filing date.)

You may fax a copy of your application to A. D. Clarke at (916) 657-6836 to ensure receipt by the Division prior to 5:00 p.m. on the final filing date. If a faxed copy of the application was sent to the Division, you must mail the original application and Statement of Qualifications postmarked no later than the Final Filing Date to: Department of Motor Vehicles, Licensing Operations Division, Attention: A. D. Clarke, 2570 24th Street, MS J-151, Sacramento, CA 95818.

DUTIES/RESPONSIBILITIES

Under the general direction of the Manager V, Driver License Automation Development Unit, Licensing Operations Division, the Manager IV serves as the manager over a team of Manager I's, II's and III's within the unit. The unit is responsible for the development of the business requirements, maintenance and security of the Driver License, Driver Safety, and Occupational License databases and automated functions which support the Department's major programs and public service efforts in both field and headquarters environments.

MAJOR DUTIES OF THE POSITION INCLUDE

- Plan, assign, direct, train, evaluate and coordinate the activities of the team managers.
- Activities include developing business requirements for automated programs, program problem evaluation, user testing and approval of programs prior to release to production, review and approval of memos, documents, and manuals related to automation projects and coordination of projects with other staff within and outside of the Department involved in these projects.
- Coordinate projects with Information Services Division (ISD) management at a detailed program level as well as at the project level.
- Administer Department policy, regulations and statutory mandates as they relate to the development of appropriate automation designs, functions and databases.
- Establish workload priorities and deadlines for the managers in the unit and recommend to the Manager V the priority for the automation projects in ISD in consideration of legislative requirements, public service needs and operational benefits departmentwide.
- Attend meetings necessary for establishment of priorities.
- Evaluate and make recommendations regarding solutions, including design issues, modification and functionality of the Department's major automated systems and databases related to the driver license, driver safety, and occupational license programs.
- Provide technical expertise to the team, unit, division and department management regarding automated systems within the team's areas of responsibility.
- Serve as project manager or administrator on major projects with significant impact to the Department's automated systems.
- Serve as Manager of the unit in the absence of the Manager V, and other duties as required.

POSITION SPECIFIC QUALIFICATIONS/EVALUATION CRITERIA

In addition to the minimum qualifications listed, the following position specific qualifications will be evaluated. Only the most qualified candidates will be interviewed based on screening criteria.

- Knowledge and experience to analyze and make decisions or recommendations regarding the automated systems and databases governing the driver license, driver safety, and occupational license programs due to changes in statute, policy, regulation, or processes.
- Ability to make decisions regarding workload priorities and appropriate solutions which impact public service, field office, headquarters operations and other governmental entities.
- Effective oral and written communication and interpersonal skills, including the ability to communicate with all levels within and outside the department.
- Ability to understand and communicate at a technical level as well as translate this information into broader terms for management and clients.
- Strong, effective personnel management and leadership skills directing a team responsible for a large, varied workload with critical impact to Department operations and the public.
- Ability to provide service to the public and a wide range of customers.
- Ability to understand the critical role of information, integrity and security.

MINIMUM QUALIFICATIONS

Either I

One year of experience in the Department of Motor Vehicles performing the duties of a class at a level of responsibility equivalent to that obtained in the class of Manager III, Department of Motor Vehicles.

Or II

Two years of experience in the Department of Motor Vehicles performing the duties of a class at a level of responsibility equivalent to that obtained in the class of Manager II, Department of Motor Vehicles.

Or III

Three years of managerial or supervisory experience in work requiring knowledge of the regulations of the State of California governing the registration of motor vehicles, the licensing of drivers or the occupational licensing of automobile dealers, dismantlers and salespersons. (Experience in California state service applied toward this requirement must include either at least one year in a class with a level of responsibility not less than that of Manager III, Department of Motor Vehicles, or Driver Improvement Manager I; or at least two years of a class with a level of responsibility not less than that of Manager II, Department of Motor Vehicles.)

(Experience in both the registration of motor vehicles and the licensing of drivers is desirable in any of the above patterns.)

KNOWLEDGE AND ABILITIES

Knowledge of: Provisions of the California Vehicle Code and related laws and regulations with particular reference to sections relating to the registration and ownership of vehicles and licensing of drivers; organization, functions, policies and procedures of the Department of Motor Vehicles; office management principles, methods and equipment; principles of effective supervision; accepted methods of handling and accounting for money received; a manager's role in ensuring Equal Employment Opportunities.

In addition to the above, public administration and general management principles, practices, and problems, including those relating to organization, planning, and work control; and State administrative, budget and personnel procedures, as they relate to the Department of Motor Vehicles.

Ability to: Analyze situations accurately and take effective action; gather and analyze data; speak effectively; prepare clear and concise reports; establish and maintain friendly and effective working relationships with applicants, licensees, and others contacted in the work; read and write at a level appropriate to the classification; plan, organize and direct the work of others; and effectively provide Equal Employment Opportunities.

In addition to the above, plan, organize and direct the operations and staff of several work units of the Department of Motor Vehicles.

Additional Desirable Qualification: Possession of a valid driver license, knowledge of the Insurance and VR Programs, ability to lead projects, demonstrated decision making ability, strong personnel management and leadership skills, strong analytical skills, well developed interpersonal skills, and knowledge of the legislative and regulations processes.

EXAMINATION INFORMATION

This examination process provides for position specific examining and selection of the most qualified managerial candidates. Job-selection criteria specific to each position and consistent with the knowledge, skills, and abilities of the classification will be applied. All candidates who meet the qualifications may compete for the vacant position. An evaluation of the Statement of Qualifications, and/or interview may be used to rate candidates. A pool of candidates will be created for the specific position identified on this bulletin which will include the ranking of each candidate. Candidates will be notified in writing of their examination results.

FILING INSTRUCTIONS: Applicants failing to meet the filing instructions for this examination will be eliminated.

All interested applicants must submit:

- An original, signed State application (STD. 678) which includes civil service titles and dates of experience.
- A Statement of Qualifications. This **Statement of Qualifications** is a discussion/summary of the candidate's experience that would qualify him/her for this position. **The statement cannot be more than two pages in length.**

Resumes are optional and do not take the place of the Statement of Qualifications.

WHO MAY APPLY:

Applicants must have a permanent civil service appointment with the California Department of Motor Vehicles by the above listed final filing date in order to take this examination or qualify as a Veteran under Government Code § 18991. Under certain circumstances, former Department of Motor Vehicles' employees may be allowed to compete under the provisions of Rule 235.

Rule 235: An employee who has moved from one agency to another without a break in service may participate in the promotional examination for the agency from which that employee moved while employed under probationary status, limited-term appointment, or temporary authorization (TAU). If a promotional examination is being held for an agency to establish an employment list for an administrative, professional or technical class, an employee of another agency who is otherwise eligible may participate, if that employee had promotional eligibility in the designated agency at any time within three years of the date of the examination and has had no subsequent break in state service by resignation, non disability retirement or removal for cause.

Effective January 1, 2009, Government Code Section 18991 is enacted which permits persons retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty to apply for Special Examination & Appointment (SEA) Program examinations, for which he/she meets the minimum qualifications. **Persons applying who qualify as a Veteran under Government Code Section 18991 must submit a copy of their DD214 with their Examination Application (STD. 678).**

The State application and Statement of Qualifications are to be submitted to:

**Department of Motor Vehicles
Licensing Operations Division
Attention: A. D. Clarke
2570 24th Street, MS J-151
Sacramento, CA 95818**

APPLICANTS WHO FAIL TO SUBMIT A STATEMENT OF QUALIFICATIONS WILL BE ELIMINATED FROM THE EXAMINATION.

SELF CERTIFICATION STATEMENT: The signature on your application indicates that you have read, understood, and possess the minimum qualifications required for acceptance into this examination. Any eligibility received through a previous promotional examination process will not be utilized. In order to be considered for this position, you must submit a State application and Statement of Qualifications which must be received by the final filing date. Questions regarding the position should be directed to A. D. Clarke at (916) 657-6458. Questions concerning the examination process should be directed to Alice Schneider, Selection Analyst at (916) 657-6899. California Relay Telephone Service for the deaf or hearing impaired from TDD phone: 1-800-735-2929; from voice phones 1-800-735-2922.

ELIGIBLE LIST INFORMATION

A certification list will not be established as a result of this examination; therefore, candidates will not have the ability to transfer list eligibility to other departments. This examination is only for the specific position identified within this bulletin. **Applications received will not be maintained for future positions.**

CRIMINAL RECORD CLEARANCE INFORMATION

Some positions, within various divisions of the Department of Motor Vehicles, may be subject to fingerprinting and criminal records check requirements. The Department of Justice and Federal Bureau of Investigations will complete this check. Applicants will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.